

Division: GC Aesthetics	Location: Apt, France or Cumbernauld, UK
Job Title: Sales & Operations Planning Manager	Department: Operations

Responsible to: CEO

Member of: Operations

Purpose of Job (Summary)

This is a key leadership position, reporting directly to the Chief Executive Officer (CEO). This position will require an experienced S&OP/SIOP (Sales, Inventory and Operational Planning) leader able to facilitate and drive results in a fast paced and demanding growth environment, leveraging his/her strong interpersonal and leadership skills. This role will be challenged to build and implement a world class Sales, Inventory and Operations Planning process across the enterprise to improve customer satisfaction, profitability, inventory turns and working capital.

Key to success in this position is the ability to develop, lead and execute the business S&OP strategy, yielding improved value/experience for customers and enhanced revenue/margin growth for the business.

Key Responsibilities:

- This role will lead the establishment and execution of the global S&OP processes for the entire company.
- Execute all facets of the S&OP process to provide an optimum customer service level and working capital performance as defined by the organization’s business operating plans and strategic objectives.
- Partner with marketing and sales, to ensure the demand consensus process delivers an agreed upon, workable volume forecast (mid and long term); ensure gaps and overlaps are addressed, scenarios are completed and issues appropriately escalated to meet business objectives.
- Integrate New Product Introduction (NPI), End of Life, Sell-through, Promotions, Support requirements and other product demand signals to create a demand forecast.
- Collaborate with Product Management, Marketing, Sales, Engineering, Support, Logistics, Supply Chain, Finance to ensure that the appropriate data is available and accurate to be reviewed at the S&OP process meetings and establish company’s Supply plan.
- Lead the S&OP management reviews, prepare all data and metrics for review, identify gaps and scenarios that must be presented, guide final decision making on open items and trade-offs, and prepare escalations for executive review where appropriate.
- Create the S&OP minutes, communicate key conclusion to stakeholders and perform follow up of the actions.
- Recommend and maintain optimal inventory levels at various stages in the supply chain in order to achieve customer satisfaction levels as well as mitigate inventory exposure.
- Ensure smooth transition of NPI from Engineering/Product Management to Mass Production.
- Analyse supply and demand issues and facilitate resolution throughout the supply chain.
- Assist in quantifying and defining scope for capacity, resource, logistics, and supply chain planning.
- Provide demand planning input and forecast to GCA business partners.
- Evaluate supplier delivery performance and capability, building into the S&OP process risk mitigating approaches to manage supplier performance variation.
- Maintain forecasts and manage links between systems for forecasting, master production scheduling, inventory management and product development utilizing various systems such as Microsoft Dynamics AX ERP, Salesforce and other tools available.
- As integral part of company’s key business process systems’ selection, implementation, and execution, document and share “best practice” methods, processes and ideas across the business’s supply chain operations to drive continuous improvements in all aspects of business operations.

- Lead corporate initiatives aimed at improving current business processes.
- Work to reduce cost of sales and operations planning recommending improvements to procedures, contracts and agreements.

Qualifications/Experience

Education and Training

- Bachelor's degree in Business or Supply Chain Management
- 5 years of planning experience or customer service organisation
- English & Spanish (desirable)
- Six Sigma Green Belt certification (desirable)
- Leads process excellence and continuous improvement efforts with minimal supervision.

Knowledge, Skills & Abilities

- Strong communication and interpersonal skills- crisp verbal skills, effective listening skills; effective facilitation skills; demonstrates high energy and models behaviours to motivate the team.
- Persistent drive for results utilizing sound project management, organizational and problem solving skills.
- Effectively negotiates and communicates cross-functionally across the organization, coordinating with various functions to exceed objectives.
- Completes work with little supervision.
- Follows established procedures and best practices.
- Excellent verbal/written/presentation communication skills; possesses excellent analytical and problem-solving skills; anticipates potential issues and resolves them.
- Creative and resourceful
- Strong organizational skills
- Exhibit a sense of urgency and independent initiative toward accomplishing objectives